management, Outsourcing of services to the extent feasible etc.

The flexi-fares policy adopted by the Company coupled with various other measures, would enable it to improve performance and profitability. In the first two months of the current financial year *i.e.* April and May, 2001, the Company has made a net loss of Rs. 32.70 crores as against the budgeted net loss of Rs. 35.09 crores.

Refund against lost tickets by IA/AI

941 SHRI SATISH PRADHAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government would like to change the policy regarding refund or issue another ticket immediately to a consumer who has lost air ticket of Indian Airlines or Air India;

(b) if so, the details thereof; and

(c) if not, the reasons therefor alongwith the difficulties for an airline to issue another ticket or refund against the lost ticket?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) No, Sir.

(b) Does not arise.

(c) Instances have come to light wherein ticket reported lost or stolen have been utilised for travel by interested parties and also refund claimed. Hence, a procedure is adopted by Airlines whilst processing refund/re-issue of tickets reported lost to avoid revenue frauds. The procedure entails verification of the ticket to be refunded/re-issued.